

The Perfect Storm: Transforming Security and Moving to the Cloud During Lockdown

This U.S. health plan provider covers more than 2 million people. In early 2020, the company was looking to solve existing business-critical technology challenges and replace key technology. Then, the COVID-19 pandemic necessitated an immediate move to the cloud, and it had to secure the entire workforce as well—all while maintaining its stellar service to its subscribers.



U.S. HEALTH PLAN
PROVIDER

Deployed endpoint agents to

4,500
users

Saved approximately

394
days of work

Situation

The company experienced a “perfect storm” of digital security events affecting every aspect of business.

Challenge

The company needed to roll out Netskope and secure a cloud workforce in less than 2 months, without in-house expertise or the incumbent tech vendor.

Solution

Cloudrise implemented Netskope and deployed endpoint agents to more than 4,500 users, performing integrations to key APIs to transition the business to the cloud.

Cloudrise replaced three siloed technologies, increasing efficiencies and reducing costs. Cloudrise set the customer up with ongoing management of the platform, reducing dependence on single points of knowledge.



THE SITUATION

A major U.S. health care plan provider was in the midst of digital transformation efforts, having purchased Netskope platform to replace three siloed technologies that were not meeting their business needs. Broadcom/Symantec Bluecoat had been in place for 10 years, but did not provide visibility into all cloud applications. Broadcom/Symantec Data Loss Prevention (DLP) was a legacy technology specific to on-prem, and McAfee MVISION Cloud Access Security Broker (CASB) was originally deployed as a “compliance checkbox” measure, but was not configured to proactively protect the company’s most sensitive data.

THE CHALLENGE

Shortly after the company purchased the Netskope platform, the primary resource responsible for implementing the solution left the organization. The incumbent technology vendor was not meeting business-critical requirements, and the May deadline for rollout was fast approaching. Then, global shelter in place orders catapulted the workforce into the cloud. The company had to implement the new system, move everyone to remote work, and secure it all, while keeping customers covered during a global pandemic.

THE SOLUTION

We began with assessment, identifying requirements, implementing use cases, and defining policies. Then, as part of the technology enablement phase, we implemented Netskope. As a Netskope preferred partner with experience executing more than 200 Netskope projects across multiple regulatory and compliance landscapes, we were well-equipped to quickly deploy clients to the entire organization—over 4,500 users. In less than three months, the company had completely transformed its IT infrastructure and security posture and securely transitioned its workforce to the cloud.

From there we developed playbooks for the future, including application health checks, and laid out a roadmap for management and operation of the company’s data security programs.

THE RESULTS

We met the company’s deadline to replace legacy technologies, consolidating vendors, reducing costs, and optimizing management and security of its data.

Increased Efficiency

By quickly deploying Netskope and setting up ongoing management of the platform, we saved 394 human days of manual work.

Reliable Protection

Despite an unforeseen and rapid transition to the cloud, we ensured critical data was actually protected across the complex data flow.



“We knew Cloudrise would ensure the Netskope platform was not only installed and working, but working well. Cloudrise was more than a vendor. They were by our side the entire time.”

Cybersecurity Manager, U.S. Health Plan Company